

Glossary

.ascii

Extension for ASCII files that are text files.

branch

A pathway between cells in a Meridian IVR application.

call flow

A diagram of an application.

call ID

Unique call identifier. This is the unique identifier assigned to a call by the Meridian 1 switch and maintained throughout the entire duration of the call.

caller

A person whose phone call is received or originated by a Meridian IVR application.

channel

A telephone trunk within a cluster of APs.

DN

Directory number.

DNIS

Directory number identification system. It is a service provided on a trunk. DNIS identifies to the called system the last three or four digits of the number actually dialed by the caller. The DNIS digits are sent as in-band DTMF tones on non-ISDN trunks, or using dial pulses on dial pulse (DIP) trunks. On ISDN PRA trunks, DNIS is carried in the called party IE field of the Q.931 setup message.

dual tone multiple frequency (DTMF)

Known as touch tones. Applications can collect information from callers by having them press telephone keys to create DTMF tones.

fax file

A file that is ready to be transmitted to the fax machine, as is. Received faxes are also saved in this format.

generic file

A file that defines how a fax file should look. The generic file is not in a format that can be transmitted; it must be converted into a fax file first.

GOS

Grade of service

GUI

Graphical User Interface

IVR

Interactive Voice Response

mailbox

A directory that users can access through a voice channel to store and retrieve voice messages and voice prompts. Each mailbox has its own password.

Meridian IVR software

A set of integrated programs that allow you to develop and execute Meridian IVR applications.

message

A voice recording made by a caller.

PostScript

A printer language commonly used in laser printers. Meridian IVR Fax Response supports PostScript level 2.

prompt

A voice recording that helps lead a caller through an application.

.ps

Extension for PostScript files.

Remote Station ID

The ID string of the fax machine receiving the fax.

system administrator

A person who is responsible for managing, controlling, and monitoring the fax system and its modems and for generating logs and reports.

.t4

Extension for T4 (Type 4) fax data files. A T4 fax data file is a single page of fax data. Fax files consist of one or more references to T4 fax data files.

.tif

Extension for TIFF files.

TIFF

Tagged Image File Format. This is an image storage format, capable of storing multiple images in a single file.

.tpl

Extension for fax files. A fax file is a fax document that is ready to be transmitted to a fax machine as is. Received faxes are also saved in this format. A fax file consists of FAX 3 commands and references to T4 data files.

TSI

Transmit Station ID. The ID string of the fax machine sending the fax.

TTI

A piece of information, usually one line long, imbedded into a fax page, usually at the top of the page.

.txt

Extension for text files.

VAD

A Value Added Developer who develops Meridian IVR applications.

Value Added Developer

See VAD.

xae

Graphical application editor. It is a nonessential Meridian IVR process.

Meridian IVR

Fax Application Guide

Nortel
Customer Documentation
522 University Avenue, 14th Floor
Toronto, Ontario, Canada
M5G 1W7

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